

# Quality Assurance

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## Outcome:

Improve training, information systems and quality assurance to support practice improvement.

- Staff training and development
- Resource family training
- Training for contracted service providers and stakeholders
- Statewide information system
- Indian Child Welfare compliance
- Quality Improvement

**39 Staff training and development SUBJECT TO 2005 BUDGET REQUESTS**  
**Action Steps**

Goals		Action Steps/Benchmarks		Dates of Achievement	PIP	KCF II	Braam
39.1	Improve staff participation in ongoing training	39.1.1	Establish expectations and develop increased opportunities for staff training on an ongoing basis. a. Develop policy recommendation b. CA Management reviews and approves recommendations c. Adjust learning system data base (ASPEN) to track compliance with policy requirements d. Communicate policy to all employees e. Implement policy f. Report every six months	9/04 10/04 11/04 12/04 1/05 6/05-12/06	✓		
39.2	Increase array of training opportunities and expectations for staff participation.	39.2.1	Develop and implement additional training programs to include: a. Supervisor's academy b. Program Managers academy c. Advanced CPS Investigators Training d. Succession/leadership plan e. Specialized adoption training track f. Implement other trainings as identified throughout Comprehensive Improvement Plan	1/05 ongoing 1/05 ongoing 1/05 ongoing 1/05 ongoing 9/04 ongoing 9/04 ongoing		✓	
		39.2.2	Fully implement competency testing following academy training a. University of Washington consultants provide draft competency test b. Validate competency test using experienced social workers and supervisors c. Revise competency test d. Communicate testing to supervisors and managers e. Communicate testing to new academy students f. Implement competency testing	12/04 1/05 2/05 2/05 3/05 5/05		✓	

39 Staff training and development SUBJECT TO 2005 BUDGET REQUESTS  
Action Steps

Goals		Action Steps/Benchmarks	Dates of Achievement	PIP	KCF II	Braam
		39.2.3 Increase training on government to government principles, Tribal/State agreement, and ICW provisions			✓	
		a. Incorporate ICW training into the new employee orientation	11/04			
		b. Require training on government to government principles, Tribal/State agreement and ICW provisions for all CA Management	1/05			
		c. Revise ICW training module to include ICWA and Tribal/State agreement	1/05 ongoing			
		d. Expand mandatory ICW training to include supervisors, line managers and program managers	1/05 ongoing			
		e. Provide ICW training for foster parents and clerical staff at annual conferences	1/05 ongoing			
		39.2.4 Implement statewide revised diversity training program for all staff	(Refer to 38.1.5)		✓	
		39.2.5 In collaboration with community partners, implement annual diversity conference	(Refer to 38.1.6)		✓	

40 Resource family training SUBJECT TO 2005 BUDGET REQUESTS  
Action Steps

Goals		Action Steps/Benchmarks		Dates of Achievement	PIP	KCF II	Braam
40.1	Implement programs to increase quality and focus on preserving child's connection to family, community, culture and religion.	40.1.1	Expand PRIDE pre-service and in-service training (foster parent training) curriculum to include module on caregiver involvement, engagement and the importance of connecting and working with families (cross-cultural issues) <ul style="list-style-type: none"> <li>a. In collaboration with partners, establish a workgroup to develop recommendations for curriculum changes</li> <li>b. CA Management reviews and approves recommendations</li> <li>c. Implement training statewide</li> </ul>	9/04-3/05  3/05-5/05  6/05	✓		
40.2	Increase array of training opportunities and expectations for licensed resource families.	40.2.1	Develop and implement a policy requiring ongoing training for caregivers including engagement training as identified in section 14.3.1 <ul style="list-style-type: none"> <li>a. Workgroup develops policy recommendations</li> <li>b. CA Management reviews and approves recommendations</li> <li>c. Adjust learning system data base to track compliance with policy requirements</li> <li>d. Communicate policy to staff and caregivers</li> <li>e. Implement policy</li> <li>f. Initiate quarterly progress reports to the field</li> </ul>	10/04 11/04  12/04  12/04 1/05 6/05	✓		✓
40.3	Increase array of training opportunities for non-licensed caregivers.	40.3.1	Expand training opportunities for non-licensed caregivers (e.g. PRIDE training) <ul style="list-style-type: none"> <li>a. Identify training opportunities available to non-licensed caregivers</li> <li>b. Provide non-licensed caregivers training section on CA internet Resource Family Training Institute home page</li> <li>c. Disseminate non-licensed caregiver training information to CA staff</li> <li>d. Access to training implemented</li> </ul>	12/04  1/05  1/05 5/05		✓	

40 Resource family training SUBJECT TO 2005 BUDGET REQUESTS  
Action Steps

Goals		Action Steps/Benchmarks		Dates of Achievement	PIP	KCF II	Braam
		40.3.2	Develop a plan, subject to review and approval of the Braam Panel, for training of unlicensed caregivers a. Establish workgroup to develop plan and estimate costs/resources required b. CA Management reviews and approves plan c. Plan submitted to Braam panel for review	1/06 5/06 6/06			✓
		40.3.3	Expand ICW training opportunities to all caregivers a. Identify existing training which could incorporate ICW learning (e.g. pre-service training, conferences) b. Identify feasibility of stand alone ICW training for caregivers c. Develop any required curriculum d. Pilot test curriculum e. Develop and implement caregivers ICW training plan	10/04 1/05 3/05 4/05 9/05 Ongoing		✓	

41 Training for contracted service providers and stakeholders SUBJECT TO 2005 BUDGET REQUESTS  
Action Steps

Goals		Action Steps/Benchmarks		Dates of Achievement	PIP	KCF II	Braam
41.1	Increase array of training opportunities for contracted service providers and stakeholders.	41.1.1	In collaboration with contracted providers, develop and implement a comprehensive training strategy for contracted providers, including required diversity and ICW training <ul style="list-style-type: none"> <li>a. Workgroup develops strategic plan for contract service provider training including oversight/advisory committee</li> <li>b. CA management reviews and approves strategic training plan</li> <li>c. Develop required curriculum and training programs</li> <li>d. Develop a process to track attendance</li> <li>e. Develop and distribute training calendar</li> <li>f. Implement first year training calendar</li> <li>g. Report every six months</li> </ul>	12/04  1/05  12/04-6/05 12/05 2/05 3/05-12/05 12/05-12/06		✓	
		41.1.2	Provide access to ICWA training to CASA's and GAL's <ul style="list-style-type: none"> <li>a. In collaboration with CASA/GAL's determine training needs and delivery options</li> <li>b. In collaboration with CASA/GAL's develop and implement ICW training plan</li> </ul>	1/05  6/05		✓	

42 Statewide information system SUBJECT TO 2005 BUDGET REQUESTS Action Steps						
Goals		Action Steps/Benchmarks		Dates of Achievement	PIP	KCF II
42.1	Increase capacity and efficiency of the statewide information system.	42.1.1	Implement recommendations from information system assessment <u><i>This action step and following benchmarks are subject to 2005 budget request:</i></u> a. Project initiation b. Complete requirements specifications c. Complete system design and development d. Complete acceptance testing e. Complete training and system roll-out	     7/05 1/06 8/06 2/07 4/07		✓

43 Indian Child Welfare compliance  
Action Steps

Goals		Action Steps/Benchmarks		Dates of Achievement	PIP	KCF II	Braam
43.1	Increase compliance with the Indian Child Welfare Act (ICWA).	43.1.1	Develop and implement a policy requiring notice to the Tribe within one working day of identification of a child's Tribal and/or Band affiliation for children in out-of-home placement to increase Tribal involvement in case planning	(Refer to 13.1.2)		✓	
		43.1.2	Collaborate with Court Improvement Plan Steering Committee to develop a process for inquiry as to Tribe and/or Band affiliation at shelter care hearing	(Refer to 33.1.2)	✓		
		43.1.3	Develop a statewide case review quality assurance model to monitor and improve compliance with ICWA <u>Subject to 2005 budget request</u>			✓	
			a. In consultation with Tribes establish a case review steering committee to review the current Quality Assurance Case Review system and develop a model for reviewing ICW cases.	3/05-9/05			
			b. Budget decision	7/05			
			c. Steering committee presents ICW case review model and implementation plan to CA management team and IPAC	9/05			
			d. Provide training to CA and Tribal case reviewers	10/05			
			e. Provide orientation to CA staff and Tribes on the ICW case review model	11/05-12/05			
			f. Implement the model	1/06			
			g. Provide annual ICW case review report to Governor, Tribes, CA staff and management on compliance with ICWA	1/07			
		43.1.4	Conduct a census of CA Indian children and families who are clients of CA, to include: Identify the name, Tribe, Nation, Band, other Tribal affiliation, services, siblings, and length of stay in care			✓	
			a. Obtain up to date lists of US and Canadian Tribes, Bands, Nations	12/04			
			b. Develop data system to track the Tribe, Band,	6/05			



43 Indian Child Welfare compliance  
Action Steps

Goals		Action Steps/Benchmarks		Dates of Achievement	PIP	KCF II	Braam
			Nation of children and families being served by CA c. Identify children and families that are affiliated with a Tribe, Band or Nation, and information on siblings, services, length of stay in care	12/05			
		43.1.5	Include ICW compliance as a part of performance evaluations for staff providing case management services to ICW cases a. Proposal submitted to CA Management for review b. CA Management reviews proposal c. Communication to staff regarding performance evaluations d. Communication to Tribes and Indian Organizations regarding performance evaluations e. Begin implementation	12/04 1/05 2/05 2/05 3/05		✓	
		43.1.6	Each office will have access to ICW specialists who will serve as a resource to other workers on ICW issues a. Define the role of the ICW specialist b. Identify ICW specialist c. Provide training to ICW specialist d. Implement ICW specialist consultation role	9/04 10/04 12/04 1/05	✓		
43.2	Improve access to services for Tribes.	43.2.1	In collaboration with contracted service providers and Tribal partners, revise contracts to ensure children and families that are served directly by Tribes are ensured equal access to the services of CA contracted providers	(Refer to 12.1.3)		✓	
		43.2.2	Develop and implement strategies for how the actions steps outlined in KCF II apply to ICW cases in Washington a. Convene a committee, to include Regional CA representation, HQ ICW Program Managers and the CA IPSS representative to review the KCF II plan, and develop strategies for how to apply the plan to ICW cases b. Present strategies to CA Management, IPAC and	11/04 4/05		✓	

43 Indian Child Welfare compliance Action Steps							
Goals		Action Steps/Benchmarks		Dates of Achievement	PIP	KCF II	Braam
			Tribes for review and comment				
			c. Provide orientation to ICW specialists across the state on strategies	6/05			
			d. Begin implementation of strategies	9/05			
			e. Evaluate the implementation on an annual basis and make adjustments where needed	9/06			

## 44 Quality improvement Action Steps

Goals		Action Steps/Benchmarks		Dates of Achievement	PIP	KCF II	Braam
44.1	Improve practice through self-assessment and data monitoring.	44.1.1	Implement revised case review model to meet COA, CFRS and CA requirements a. Complete development of revised mode b. Pilot test new case review model c. Develop revised regional peer review program d. Provide training to peer reviewers and central case reviewers on the new model e. Orientate CA staff to new case review model f. Implement new case review model g. Report every 6 months on case review results	10/04 10/04 11/04 11/04-12/04  11/04-12/04 12/04 6/05 ongoing		✓	
		44.1.2	Implement and support standing CQI teams in all 44 CA offices a. Establish teams in all 44 offices b. Provide initial training to teams c. Provide ongoing support to teams	9/04-12/04 9/04-12/04 1/05 Ongoing		✓	
		44.1.3	Provide training to regional managers, supervisors and CQI teams in the utilization of data to improve practice a. Provide initial training b. Provide follow up training	9/04-12/04 3/05-6/05		✓	
44.2	Improve customer service throughout Children's Administration.	44.2.1	Provide customer service training to all CA staff a. Research customer service training models b. Develop customer service training curriculum for CA c. Pilot customer service training in three locations d. Revise training curriculum based on pilots e. Provide training to all current CA staff f. Incorporate curriculum into new employee orientation	9/04 11/04  12/04 1/05 2/05-12/05 9/05		✓	

44 Quality improvement  
Action Steps

Goals		Action Steps/Benchmarks		Dates of Achievement	PIP	KCF II	Braam
44.3	Increase community knowledge of the dependency process.	44.3.1	Develop and provide training to clients and other community members regarding the dependency process <ul style="list-style-type: none"> <li>a. Research training models in other states</li> <li>b. Develop training model for Washington</li> <li>c. Pilot training in three locations</li> <li>d. Revise training curriculum based on pilots</li> <li>e. Provide training quarterly in each region beginning 4/05</li> </ul>	10/04 12/04 2/05 3/05 4/05		✓	